

# **Panel Session: All Things Clerk World**

*CSC panelists will offer feedback and share their expertise in all things clerk world. Our guest panelists (2 special retirees) have returned to share valuable insight & helpful tips learned, having recently navigated the retirement process themselves. Prepare any questions you would like to hear discussed as we open the floor for some freestyle Q&A.*

## **CSC Panelists**

**NC Elected Clerks** – Pam Barlow (Ashe), Blair Williams (Wake),  
John Satterfield (Caswell) & Jim Mixson (Iredell)

**Retired Clerks** – Larry Brown (Gaston), & Susan Frye (Forsyth)

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## **Starter topics/questions**

- **Staffing Issues:** \*Blair Williams & John Satterfield
  - Rebuilding an office after losing multiple long-term employees/assistants, all departing within months of each other? How can you adjust/recover/rebuild/bridge the gap after losing that many years' experience collectively, while attempting to maintain coverage, consistency & accuracy officewide?
  - Difficulty keeping the "good" employees; Deputy clerks leaving one clerks office and moving to another (proper "etiquette" in how this situation should be handled)?
  
- **Employee relations:** \*Pam Barlow
  - How to keep morale up after what staff has gone thru during 2020 (both in office &/or at home); built-up stress/aggravation in the aftermath of covid, dealing with not so pleasant public, overwhelming changes in the office, added confusion of the virtual aspect becoming a necessity (WebEx, ICMS rollouts, etc.), coupled with possible compounding personal circumstances such as child care/education issues, loss of spouses employment, physical and mental health of themselves and loved ones. Suggestions on what can be done to promote a positive, supporting work environment beneficial for all.
  
- **Training/Cross-Training:** \*Jim Mixson
  - Very evident & urgent need for cross training throughout the office; lack of systematic training across the state.

- What we should be expecting training wise, once the COVID dust has settled and things start to get back to normal. Will the use of WebEx remain a first option? Online courses? In person courses? What's to come?
- Training temps...priority? Or should I be making sure my permanent folks are receiving any/all necessary training first?
  
- **Retirement:** \*Larry Brown & Susan Frye
  - A clarification of how your retirement would be calculated if you transferred Local Government or TSERS retirement into the Judicial retirement system.  
**Example:** I worked approximately 12 1/2 years with the Sheriff's Office before I ran for Clerk. With the expiration of my current term, I will have enough time credited to retire with an unreduced retirement with 24 yrs. of service. How are the years calculated by formula to determine the annual retirement benefit?
  - Who to contact and when if retirement is becoming an option.? How far in advance should you begin preparing for this process? What all paperwork/information do you need to gather/provide, etc.?
  - Assistant Clerk years and how they calculate into the equation? How vacation/sick time factor into "service time"